



# 820-427<sup>Q&As</sup>

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**QUESTION 1**

Which three are important skills or personality traits for a project manager (PM) to have? (Choose three.)

- A. The PM needs excellent communications skills.
- B. The PM needs to be excellent at managing by consensus.
- C. The PM needs excellent planning skills.
- D. The PM's relationship with Finance and Budgeting staff should be excellent.
- E. The PM needs skills in managing change.
- F. The PM needs to be aggressive.

Correct Answer: ACE

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**QUESTION 2**

A regional bank wants to improve the customer satisfaction score for its online banking user base by 25%. Which two system capabilities best support this business outcome? (Choose two.)

- A. The creation of a consistent customer master that spans across all customer-facing business units (credit card, consumer banking, mortgage, personal loan).
- B. Single sign-on access management which enables customer authentication credentials to carry forward across multiple banking applications.
- C. A user experience that is optimized around how the company's backend order management system processes transactions.
- D. The introduction of an Enterprise Resource Planning platform to replace the company's ecosystem of legacy applications.
- E. Implementing a cloud computing solution that incorporates industry best practices.

Correct Answer: AB

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**QUESTION 3**

Which is a recommended approach for gaining trust from stakeholders that you understand their needs?

- A. Keep the conversations very specific to your areas of technical expertise.
- B. Start discussions at a high level before focusing on detailed technical items.
- C. Explain how you are fixing problems followed by asking questions such as where lower expenses fall in their list of priorities.
- D. Start the discussion by providing examples of what you have done for other departments in the past.



Correct Answer: B

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#### QUESTION 4

A Finance Director tells you that the company will begin to implement a "chargeback approach" on January 1 of next year. What approach would make it easiest for you to directly align user department costs with expenses paid by the IT department?

- A. Flat rate pricing
- B. Progressive price list with discounts for volume and pre-purchase
- C. Cloud-typecost model based on resource consumption
- D. Pricing based on service level agreement mainly driven by number of outage minutes per month

Correct Answer: C

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#### QUESTION 5

With reference to the Healthcare market, which can be seen as a compelling event representing an opportunity for virtual desktop technology?

- A. A legislator imposing the compliance to a common IT system running on a peculiar OS release
- B. Uprising of remote patient monitoring outside of conventional clinical settings
- C. A legislator imposing marketplaces to buy subsidized health insurance based on income
- D. An increase in the average age of the population in the major western countries

Correct Answer: A

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